QA Audit W22

📅 **date of audit:** 27.05.2025

📗 **QA reviewed by:** Ulf Borg

☎️ **date of interaction:** 26.05.2025 Conversation URL

📁 **query / topic:**

Issue: The customer contacted Klarna regarding a canceled order with a merchant and inquired about the refund process.

Outcome: The agent guided the customer through the steps to confirm the cancellation and advised them to obtain a cancellation number from the merchant for the refund. The customer was assisted in navigating the app to report the issue.

⬆️ **Positive notes:**

Good to offer screen-sharing, very structured in the handling process.

1) **Compliance:**
Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement? ✅

2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message? ✅

3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively? ✅

4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues? ✅

✅/❗ ***Audit passed or failed:***

100% Passed